

**TASK-BASED METHODS, SYSTEMS AND COMPUTER PROGRAM
PRODUCTS FOR EVALUATING PERFORMANCE OF SERVICE
TECHNICIANS**

Abstract of the Disclosure

The performance of a service technician who performs multiple service dispatches is evaluated by comparing the service technician's actual times to perform a series of tasks that make up a dispatch, to planned times for the series of tasks. Statistically derived planned times may be assigned to tasks that make up a dispatch, so that an objective work measurement and evaluation may be provided.